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- b) eliciting a verbal instruction from a customer to the interactive terminal;
 - c) upon receiving verbal instruction from the customer to the interactive terminal, processing the verbal instruction with artificial intelligence (AI) routines; and
 - d) upon determining by the AI routines or the customer that there is a problem in said processing, intervening by a human to process the verbal instruction.

21. (rewritten) A method according to claim 20, wherein:

said step of eliciting a verbal instruction is adapted for eliciting a restaurant food order.

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23. (rewritten) A method according to claim 22, wherein:

said providing feedback includes providing at least one of audio feedback and video feedback.

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24. (rewritten) A method according to claim 22, wherein:

said providing feedback is controlled by AI routines.

25. (rewritten) A method according to claim 22, wherein:

said providing feedback is controlled by the human.

26. (rewritten) A method according to claim 22, wherein:

said verbal instruction is the order of a restaurant menu item, and said providing feedback includes at least one of,

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- i) prompting the customer to add additional menu items to the order, and
 - ii) prompting the customer to increase the size of the menu item order.
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29. (rewritten) A method according to claim 20, wherein:

said intervening is performed from a location located off-premises relative to said interactive terminal.

30. (rewritten) A method according to claim 20, wherein:

when a problem in said processing is determined, transmitting the verbal instruction over a voice over internet protocol (VoIP) network connection to said human.

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32. (rewritten) A method according to claim 31, wherein:

said providing real-time human support comprises at least one of completing, correcting and verifying communications between said AI processor and the customer.

33. (rewritten) A method according to claim 31, wherein:

said providing real-time human support comprises establishing communication between said real-time human support and the customer.

34. (rewritten) A method according to claim 33, wherein:

said establishing communication is substantially seamless, such that the customer remains substantially unaware of said real-time human support.

35. (rewritten) A method according to claim 31, wherein:

said providing real-time human support comprises transferring communication from between the customer and the AI processor to between the customer and the human support.

36. (rewritten) A method according to claim 35, wherein:

said transferring is provided substantially seamlessly, such that the customer is substantially unaware of said transfer.

37. (rewritten) A method according to claim 31, wherein:

said communicating by the AI processor comprises animating a character.

38. (rewritten) A method according to claim 37, wherein:

said animating the character comprises interacting the character with the customer during said real time human support.

39. (rewritten) A method according to claim 38, wherein:

said interacting occurs at an interactive terminal.

40. (rewritten) A method of processing a commercial transaction with a customer, comprising:

a) with an artificial intelligence (AI) transaction processor, communicating with the customer; and